c l a i m s

1. A method of monitoring a plurality of local event logs of a computer network, the method comprising:

   entering the local event logs in a central database of the computer network, and

   sending the central database from the computer network to an external support computer system for analysis of the local event logs.

2. The method of claim 1, wherein each local event log is generated for one particular node of the computer network, and storing the local event logs in --the central database using a corresponding node identifier as a key.

3. The method of claim 1, the computer network comprising a server computer for storing the central database, the server computer having a local server event log, the method further comprising storing the local server event log in the central database, and sending the central database from the server computer of the computer network to the external support computer system.

4. The method of claim 3, further comprising entering an event into the local server event log after the central database has been sent to the external support computer system.

5. The method of claim 1, wherein each event log entry in a local event log has an event identifier, a time stamp and event information descriptive of the event.

6. The method of claim 1, wherein the central database is stored on a server computer of the computer network, and further comprising the steps of:

coupling program code from the server computer to network nodes of the computer network, and

transferring the local event logs of the network nodes to the server computer by remotely executing the program code by the server computer on the network nodes.

7. A memory storing a computer program for causing a computer network to generate a central database for storing local event logs of network nodes of the computer network, the computer program causing the computer network to perform the steps of:

transmitting the respective local event logs from the network nodes to a server computer of the computer network,

storing the local event logs in the central database on the server computer using the node identifiers of the network nodes as keys for the respective local event logs, and

storing a local server event log of the server computer in the central database, the local server event log being adapted to store a send event after the central database has been sent to an external support computer system for analysis of the local event logs.

8. The memory of claim 7, wherein the program causes the network to send the central database to the external support computer system at customisable periodic time intervals.

9. The memory of claim 7, wherein the program includes program code for remote execution on the network nodes to cause the network nodes to send the respective local event logs to the server computer.

10. A server computer system of a computer network having a plurality of network nodes, the server computer system comprising:

a controller for causing the network nodes to transmit respective local event logs of the network nodes to the server computer system,

a store for the local event logs in a central database,

a transmitter for sending the central database to an external support computer system for analysis of the local event logs.

11. The server computer system of claim 10, further comprising a local server event log for storing an event in response to the central database being sent to the external support computer system, the send event having a time stamp.

12. A discovery server comprising:

a discovery program component for discovery of network nodes of a computer network,

a remote execution program component for causing the network nodes to transmit respective local event logs to the discovery server,

a central database for storing the local event logs and for storing a local discovery server event log, and

an interface component for sending the central database to the external support computer system for analysis of the local event logs.

13. The discovery server of claim 12, wherein the local discovery server event log is adapted to store an event indicative of a transfer of the central database from the discovery server to the external support computer system.

14. A method of monitoring a plurality of local event logs, the method comprising the steps of:

receiving a database from a customer computer network, the database comprising the local event logs of network nodes of the computer network,

querying the database to identify a database send event in the local event logs and its corresponding sent time stamp,

querying the database to identify local event log entries having time stamps later than the sent time stamp.

15. The method of claim 14, further comprising comparing the identified event log entries to rules of alert policies to determine whether an alert action should be invoked.

16. The method of claim 15, further comprising sending an email message to a response center engineer as an alert action.

17. A memory storing a computer program for enabling a computer to monitor plural local event logs of a computer network, the computer program causing the computer to perform the steps of:

storing a database associated with a customer computer network, the database comprising the local event logs of network nodes of the computer network,

querying the database to identify a database send event in the local event logs and its corresponding sent time stamp, and

querying the database to identify local event log entries having time stamps later than the sent time stamp.

18. The memory of claim 17, wherein the program causes the computer to determine whether an alert action should be invoked by comparing the identified event log entries to rules of alert policies.

19. The memory of claim 18, wherein the program causes the computer to send an automatic notification to a response center engineer if the determining step determines an alert action should be invoked.

20. The memory of claim 17, wherein the computer program causes the computer to receive from the customer computer network the database associated with the customer computer network.

21. A support computer system for providing network support services for a customer computer network, the support computer system comprising:

a memory for storing a database associated with the customer computer network, the database comprising local event logs of network nodes of the customer computer network,

a database query component for querying the database to determine a database send event and its corresponding transfer time stamp in the database and for querying the database to identify event log entries having time stamps later than the sent time stamp,

an analysis component for comparing the identified event log entries to the rules of alert policies to determine whether an alert action should be invoked.

22. A system according to claim 21 wherein the memory is adapted to re-ceive from the customer's computer network the database associated with the customer computer network.

23. A response center computer system for providing network support services for a plurality of customer computer networks, the response center computer system comprising:

a memory for storing a database associated with the customer computer network, the database comprising local event logs of network nodes of the customer computer network,

a database query component for querying the database to determine a database send event and its corresponding transfer time stamp in the database and for querying the database to identify event log entries having time stamps later than the sent time stamp,

an analysis component for comparing the identified event log entries with rules of alert policies to determine whether an alert action should be invoked, and

an automatic notification component for sending an email message to a response center engineer in response to the analysis component determining that an alert action should be invoked.

24. A system according to claim 23 wherein the memory is adapted to receive from the customer's computer network the database associated with the customer computer network.